

State of California

DEPARTMENT OF THE YOUTH AUTHORITY

DEPARTMENTAL PROMOTIONAL EXAMINATION

BUSINESS SERVICE OFFICER I (SPECIALIST)
BUSINESS SERVICE OFFICER I (SUPERVISOR)

FINAL FILING DATE: JANUARY 8, 2004

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

EXAMINATION TYPE This is a departmental promotional examination for the Department of the Youth Authority. Applicants must have a permanent civil service appointment with the Department of the Youth Authority by January 8, 2004, the final filing date.

FINAL FILING DATE January 8, 2004. State application (Form 678) must be **postmarked by the United States Postal Service no later than the final filing date**. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason.

HOW TO APPLY State applications (Form 678) are available at Youth Authority offices/facilities, the State Personnel Board's web site: www.spb.ca.gov, and offices of the Employment Development Department. Applications may be filed in person or by mail with:

Department of the Youth Authority
Personnel Management Services Division
4241 Williamsborough Drive, Suite 115
Sacramento, CA 95823

EXAMINATION INFORMATION If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the State application (Form 678). You will be contacted to make specific arrangements.

No written test is required. This examination will consist of a **qualifications appraisal interview weighted 100%**. In order to obtain a position on the eligible list, a minimum of 70.00% must be attained.

It is anticipated that interviews will be held March/April, 2004. Competitors who do not appear for the interview will be disqualified.

Accepted applicants are required to bring either a photo identification card or two forms of signed identification to the examination.

SALARY RANGES

Business Service Officer I (Specialist)	\$3418 - \$4155
Business Service Officer I (Supervisor)	\$3593 - \$4319

THE POSITION **Business Services Officer I (Specialist)** - Under general supervision, incumbents independently perform technical and analytical business service work of average difficulty in a variety of functions; assist in the performance of the more difficult complex business service work; or are assigned responsibility for one or more functions of average difficulty in a variety of functions; assist in the performance of the more difficult complex business service work; or are assigned responsibility for one or more functions of average difficulty. Functions of average difficulty are Purchasing Facilities Management, Capitol Outlay, and Telecommunications. Incumbents are non-supervisory but may serve as lead over lower level staff.

Business Services Officer I (Supervisor) - Typically, incumbents either (1) supervise all business service functions in the smallest business service offices and may personally perform the most difficult and complex technical and analytical business service work, i.e., procurement, contract administration, equipment maintenance, telecommunications, property management, duplicating services, vehicle fleet, mail operation, etc.; or (2) in larger offices, supervise one or more business service functions of average difficulty or two or more functions of least complexity as assistant to a higher level Business Service Officer and assist with the performance of more difficult and complex business service work.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION All applicants must meet the experience and/or education requirements for this examination by January 8, 2004, the final filing date. Qualifying experience may be combined on a proportionate basis if the requirements stated include more than one pattern and are distinguished as "Either" I, "Or" II, "Or" III, etc. **Business Service Officer I (Specialist) & (Supervisor) minimum qualifications:**

Either I

One year of experience in the California state service performing duties comparable to those of a Business Service Assistant (Specialist), Range C, or of a Staff Services Analyst, Range B, in a business service assignment. (Applicants who have completed six months of service performing the duties listed above will be admitted to the examination but must satisfactorily complete one year of experience performing these duties before they can be considered eligible for appointment.)

Or II

One year of technical experience beyond the trainee level in one or a combination of the following:

1. Equipment and supplies management, including the preparation of purchase documents. **or**
2. Building management, including lease negotiation and problem resolution. **or**
3. Telecommunications, including landwire and radio/microwave.

(Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Assistant [Specialist] Range C.)

And

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

Department of the Youth Authority
Personnel Management Services Division
4241 Williamsborough Drive, Suite 115
Sacramento, CA 95823
Telephone: (916) 262-1338
Web Site: www.cya.ca.gov
Toll Free Number: 1-866-466-4CYA

Business Service Officer I (Specialist)
Business Service Officer I (Supervisor)
Final Filing Date: January 8, 2004
Exam Codes: 4YA01-01, 4YA01-02
Class Codes: KK61-4720, KK61-4722

EXAMINATION SCOPE In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands each competitor's:

Business Service Officer I (Specialist)

- A. Knowledge of:**
1. English grammar and punctuation.
 2. Principles and practices of public administration.
 3. Financial record keeping.
 4. Office and automotive equipment supplies.
 5. Bases for property values and the legal forms, procedures and requirements necessary in property transactions.
 6. Building management, including office layout, lighting, heating and ventilation.
- B. Ability to:**
1. Communicate effectively.
 2. Follow directions.
 3. Analyze data accurately.
 4. Reason logically.
 5. Maintain the confidence and cooperation of those contacted during the course of work.
 6. Plan and direct the work of others.

Buisness Service Officer I (Supervisor)

- A. Knowledge of:**
1. English grammar and punctuation.
 2. Principles and practices of public administration.
 3. Financial record keeping.
 4. Personnel management and supervision.
 5. The Department's Equal Employment Opportunity Program objectives.
 6. A supervisor's role in equal employment opportunity to all persons and the processes available to meet those objectives.
 7. Office and automotive equipment and supplies.
 8. Bases for property values and the legal forms, procedures and requirements necessary in property transactions.
 9. Building management, including office layout, lighting, heating, and ventilation.
- B. Ability to:**
1. Communicate effectively.
 2. Follow directions.
 3. Analyze data accurately.
 4. Reason logically.
 5. Maintain the confidence and cooperation of those contacted during the course of work.
 6. Plan and direct the work of others.
 7. Effectively contribute to the Department's Equal Opportunity Program objectives.

ELIGIBLE LIST A single departmental promotional eligible list will be established. The list will be abolished 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

VETERANS CREDIT Veterans preference credit is **not** granted in promotional examinations.

GENERAL INFORMATION

For an examination without a written feature, it is the candidate's responsibility to contact the Department of the Youth Authority, Personnel Management Services Division, Examination Unit, in Sacramento at (916) 262-1338, three weeks after the final filing date if he/she has not received a progress notice.

It is the candidate's responsibility to contact the Department of the Youth Authority three days prior to the oral interview date if he/she has not received his/her notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior of the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

The Department of the Youth Authority reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others; and have a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigations may be made of employment records and personal history and fingerprinting may be required.

Promotional Examination Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, and 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of the State Personnel Board.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) Passing the California High School Proficiency Test; 2) passing the General Education Development (GED) Test indicating high school graduation level; or 3) attaining a two-year or four-year degree from a college or university accredited by the Western Association of Colleges and Universities.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

Policy of Nondiscrimination on the Basis of Disability and Equal Employment Opportunity Statement: The Department of the Youth Authority does not discriminate on the basis of disability in employment or in the admission and access to its programs or activities. Information concerning the provisions of the ADA, and the rights provided there under, are available from the ADA Manager, Equal Employment/Community Participation Office, 4241 Williamsbough Drive, Suite 201, Sacramento, California 95823, (916) 262-1475.

Appeal Information: You may file a written appeal to the State Personnel Board at P.O. Box 944201, Sacramento, CA 94244-2010, to review your rating if you believe that the panel failed to follow prescribed standards or procedures or misinterpreted the minimum qualifications prescribed for the class; or if you can demonstrate that the rating was the result of fraud, or of discrimination within the meaning of Sections 19702 or 19703 of the Government Code, or of



MISSION AND VALUES

The Mission of the Youth Authority is to protect the public from criminal activity by providing education, training, and treatment services to youthful offenders committed by the courts; directing these offenders to participate in community and victim restitution; assisting local justice agencies with their efforts to control crime and delinquency; and encouraging the development of state and local programs to prevent crime and delinquency. In order to enhance our ability to accomplish our mission, we have a shared set of values. **We Value: The Worth of the Individual** - We treat all people with dignity, respect, and consideration. **People's Ability to Grow and Change** - We believe people have the ability to grow and change, and we provide the opportunity for them to do so. **Staff as our Greatest Resource** - We encourage staff to develop personally and professionally and to participate in decision making. **Ethical and Moral Behavior** - We demonstrate a behavior which is fair, honest, and ethical both on and off the job. **Citizen Participation** - We invite public involvement, support, and assistance to plan, deliver, and evaluate programs. **Excellence** - Our performance demonstrates a commitment to and recognition of quality, dedication, and innovation. **A Safe and Healthy Environment** - We believe that physical and mental health are important, and our commitment is to provide a safe and secure work and living environment.